

Making Rail Accessible

Guidance for Passengers Requiring Assistance on ROG Operated Charter Trains

This Guidance forms part of the Rail Operations Group 'Disabled Persons Protection Policy'.

We will always do our best to help disabled passengers that need assistance, but if you think you may need help when travelling on any of our Charters it is best to book assistance in advance so that we can ensure that any help you need is provided.

You can do this by contacting our Booking Agents and we recommend that you do this at least 48 hours prior to the Charter Journey.

This is because each Charter is a 'one-off' so we may need to make arrangements with a number of other organisations to make sure that any help you need is provided and your journey is as comfortable and enjoyable as possible.

Contact information for our booking agents is shown at the rear of this leaflet.

Sometimes we may not be able to offer a fully accessible experience if your Charter Tour is using older-style carriages. Where this is the case we will fully explain any potential restrictions on the Tour promotional materials. If you are concerned that you may encounter problems, we recommend you call our Booking Agents to discuss your concerns and they will be happy to advise you further.

What Kind Of Assistance Is Available?

Assistance Dogs are welcome on all our services.

Passengers with impaired Hearing

We can arrange for on-board staff to provide some additional assistance to you if you can't hear announcements through our on-board PA's.

Passengers with impaired mobility or vision

We can arrange the following additional assistance if you have impaired mobility or vision:

- Arrange assistance at start and destination stations with getting on and off our trains.
- Make arrangements with Station Operators to provide assistance for you to get around start or destination stations and make any connections with other train services before or after your tour with us.

- Allocate appropriate seats to you, such as seats that have a bit more room to maneuver or that are close to exit doors or toilet facilities. We reserve our most accessible seats for people requiring additional assistance, but these are limited in number but will be allocated on a first-come, first-served basis so we advise you to let us know as soon as possible if you have difficulty with certain types of seats and we will do our best to accommodate your requirements.
- Arrange to convey collapsible/foldable wheelchairs in another part of the train and return them to your carriage door at each end of the journey.
- Arrange for a wheelchair ramp to be available, if required (we carry ramps in all our brake vans). The safe working load of our ramps is 300kg..
- Our staff are not qualified to provide assistance with physical lifting of people, but will help you to get to your seats in any other way that they can.

Non-folding Wheelchairs and mobility scooters

Many carriages used in the Charter Train market were mostly built in the 1950s and 1960s before disabled access legislation was introduced. This means that access to seating areas and toilets can be very restrictive. ROG are very sorry to advise that it will therefore be unlikely that we will be able to take a non-folding wheelchair or motorised mobility scooter into the main seating areas or vestibules unless the specific charter is using more modern/compliant rolling stock.

Our ability to accommodate these types of wheelchairs or scooters will be clearly advised in promotional material or on the booking agents website for each individual tour so we would advise you to check carefully before booking.

Other important things to check with our booking agents before booking are:

- Depending on the Rolling Stock that has been arranged for the Tour, we may be able to accommodate a limited number of passengers who need this sort of wheelchair or scooter in the brake/guard's van on the train. This cannot be guaranteed, and will be on a first-come first-served basis. Where this is available, we will ensure that the guards van is clean, lit and heated if necessary, and provide you with assistance in getting on and off the train. There will also be a member of staff available to provide you with any other assistance you require during your journey.

- Our wheelchair ramps are designed to accommodate weights up to 300Kg, so you need to ensure that the combined weight of both chair and occupant does not exceed this limit.
- There may also be size restrictions, particularly in width, depending on the type of Rolling Stock used. Please have the dimensions of your chair/scooter available when you talk to our booking agent.
- Any accompanying passengers may be required to travel in the main body of the train for their comfort and safety if there is no additional seating available in the brake/guards van. Our booking agents will be able to advise if this is the case.

Station Facilities and Access

ROG are not directly responsible for the operation of any passenger stations, which are operated by a variety of Train Operating companies or Network Rail.

ROG will liaise with station operators at the early stages of planning a Charter Tour, to determine the level of facilities available for people with disabilities, for example, step free access to platforms, assistance with getting around the station or connecting to other rail services and the availability of wheelchair ramps and accessible toilets.

We will ensure this accessibility information is made clear in all promotional material for each individual tour.

You can contact our Booking Agent, Vintage Trains in the following ways:

Telephone:	0121-708-4960 General telephone booking/ help-line, available 0930-1630 on weekdays, with answerphone available outside these hours.
Email:	office@vintagetrains.co.uk
Via their Website	www.vintagetrains.co.uk Look for the Contact us page
Write to:	Vintage Trains, 670 Warwick Road, Tyseley, Birmingham. B11 2HL

Communication of this DPPP

A copy of this Policy is available on both the Rail Operations Group and Vintage Trains websites.

Copies can also be requested

by mail to: General Manager
Rail Operations Group
Wyvern House
Derby
DE1 2RU

Email: info@railopsgroup.co.uk

A Large Print version (.16 Arial) of this information is available on request